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DATE: April 21, 2006

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TO: Commissioner for Patents

EXAMINER: My Xuan Nguyen

GROUP ART UNIT: 2642

Attached: Response to Office Action Mailed February 23, 2006

If you do not receive all pages, please contact William M. Lee, Jr. at (312) 214-4800 or his assistant, Minnie Wilson at (312) 214-4829.

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I hereby certify that this paper for Application Serial Number 10/650,227 is being transmitted via fax to the Patent and Trademark Office, (571) 273-8300 on the date shown below.

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April 21, 2006

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41319-94734

MAIL STOP AF**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In the application of : Mannion, Liam
Serial No. : 10/650,227
Filed : August 28, 2003
For : Improved Load Balancing in a Network of
Call Centers
Examiner : Nguyen, My Xuan
Art Unit : 2642
Customer number : 23644

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Name of person signing: Minnie Wilson
Signature: Minnie Wilson

RESPONSE TO OFFICE ACTION MAILED FEBRUARY 23, 2006

Honorable Director of Patents and Trademarks
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the final Office Action mailed February 23, 2006, the claims are
amended as follows: